



Oregon

Kate Brown, Governor

Public Utility Commission

Residential Service Protection Fund

Telephone Assistance Programs

201 High St SE Suite 100

Salem, OR 97301-3612

Mailing Address: PO Box 1088

Salem, OR 97308-1088

1-800-848-4442

TTY: 1-800-648-3458

Fax: 1-877-567-1977

Web: www.rspf.org

Email: puc.rspf@state.or.us

June 30, 2016

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW., Room TW-A325
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

In accordance with 47 C.F.R. § 64.604(c)(1)(ii), enclosed is the annual consumer complaint log for the State of Oregon Telecommunications Relay Service (TRS) program that allege a violation of the federal TRS mandatory minimum standards. The log includes complaints received between June 1, 2015 and May 31, 2016 with the date of the complaint, the nature of the complaint, the date of the resolution, and an explanation of the resolution.

Please contact the undersigned with questions or concerns.

Respectfully,

Jon Cray, Program Manager
Residential Service Protection Fund
503-373-1400
jon.cray@state.or.us

Cc: David Poston, Public Utility Commission Central Services Division Administrator
Melissa McManus, Sprint Nextel Relay Program Manager

Enc: Complaint Log

Complaint Tracking for OR (06/01/2015-05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/15/15	Customer complained that the Relay Operator dialed the wrong number and that the Relay Operator did not respond after being provided the correct number.	07/15/15	Supervisor coached Relay Operator on being focused and responsive to customer.
2	10/06/15	Customer complained that Relay Operator dialed the wrong number and disconnected the customer.	10/07/15	Relay Operator stated the call contained garbling and repeated attempts to confirm the phone number were not successful. Relay Operator dialed what he believed was the correct number, but it was not. After repeated attempts to obtain the correct phone number, the Relay Operator received a system message that the inbound line disconnected. Supervisor coached Relay Operator to notify Supervisor when there are ongoing issues.
3	10/16/15	Customer complained about the delay in captions while using the CapTel 840 unit in one-line mode.	10/30/15	An investigation revealed that there was a call that had delayed captions significantly greater than the average three- to five-second delay. Supervisor reviewed techniques with Relay Operator to minimize delays in captions.
4	10/30/15	Customer complained that the Relay Operator did not disable turbo code and provided customer with inaccurate information about the customer's profile.	10/30/15	Supervisor assured customer that the notes and carrier of choice in their profile was accurate. Supervisor coached Relay Operator on adhering to the notes in the customer's profile.
5	11/17/15	Customer's mother, who uses Voice Carry-Over, has a screening system with a recording notifying solicitors to disconnect. The customer complained that the Relay Operator told him she could not connect to a recording and that she would not "shut up" so he could provide her with instructions.	11/18/15	Supervisor coached Relay Operator to ask the customer how they'd like to handle the call in the future and to wait for instructions.
6	01/16/16	Customer complained about the inaccuracy of captions.	01/18/16	Supervisor coached Relay Operator and scheduled additional call monitoring to ensure consistent and quality performance.